

***Youth Services Survey for Families  
(YSS-Families)***

***Southern Region Summary Report  
for the  
November 2003 Data Collection Period  
CHILDREN & YOUTH PERFORMANCE OUTCOMES***



**Broad-Based Evaluation  
Consumer Perception Survey**

**AUGUST 2004**

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**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Families (YSS-Families). This report is a REGIONAL summary of the YSS-Families (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables highlight demographic items that were collected on the YSS-Families, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of YSS-Families consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Families portion of the survey. **Out of 6,435 Southern Region YSS-Families Surveys submitted, a total of 5,485 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (SOUTHERN REGION)**

A total of 6,435 YSS-Families Surveys were submitted for the Southern California Region.

**REGION**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Southern California	6435	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your child’s gender?” – 35.1% identified their child as being Female, 64.8% identified their child as being Male and 0.1% as Other. Additionally, 4.8% of the consumers did not respond to this item.

**What is your child's gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	1835	33.5	35.1	35.1
	Male	3386	61.7	64.8	99.9
	Other	3	.1	.1	100.0
	Total	5224	95.2	100.0	
Missing	9	261	4.8		
Total		5485	100.0		

**AGE CATEGORY**

For the consumers who responded to the question – “What is your child’s date of birth?” – 3.0% were under age 5, 19.8% were aged 5-8, 38.4% were aged 9-12, 17.0% were aged 13-14, 19.8% were aged 15-17 and 2.1% were over age 18. Additionally, 12.9% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	144	2.6	3.0	3.0
	5-8	945	17.2	19.8	22.8
	9-12	1836	33.5	38.4	61.2
	13-14	810	14.8	17.0	78.2
	15-17	944	17.2	19.8	97.9
	18+	99	1.8	2.1	100.0
	Total	4778	87.1	100.0	
Missing	System	707	12.9		
Total		5485	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long has your child received services here?” – 4.6% reported that it was their first visit; 5.9% reported that they had had more than one visit, but that they had received services for less than one month; 12.6% reported having received services for 1-2 months; 17.3% reported having received services for 3-5 months; 21.8% reported receiving services for 6 months to 1 year and 37.8% reported receiving services for more than one year. Additionally, 25.4% of the consumers did not respond to this item.

**How long has your child received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	188	3.4	4.6	4.6
	> 1 visit, but < one month	243	4.4	5.9	10.5
	1 to 2 months	514	9.4	12.6	23.1
	3 to 5 months	708	12.9	17.3	40.4
	6 months to 1 year	892	16.3	21.8	62.2
	More than 1 year	1548	28.2	37.8	100.0
	Total	4093	74.6	100.0	
Missing		293	5.3		
	9	1099	20.0		
	Total	1392	25.4		
Total		5485	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Families Survey, 50.3% of the consumers identified their child as being “of Mexican / Hispanic / Latino Origin.”

**Are either of the child's parents of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2172	39.6	39.6	39.6
	Yes	2760	50.3	50.3	89.9
	Unknown	553	10.1	10.1	100.0
	Total	5485	100.0	100.0	

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Families Survey, 38.7% of the consumers identified their child as being “White / Caucasian.”

**Is your child's race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3362	61.3	61.3	61.3
	Yes	2123	38.7	38.7	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 14.8% of the consumers identified their child as being “Black / African American.”

**Is your child's race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4673	85.2	85.2	85.2
	Yes	812	14.8	14.8	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 2.2% of the consumers identified their child as being “Asian.”

**Is your child's race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5365	97.8	97.8	97.8
	Yes	120	2.2	2.2	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 4.5% of the consumers identified their child as being “American Indian / Alaskan Native.”

**Is your child's race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5236	95.5	95.5	95.5
	Yes	249	4.5	4.5	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 1.4% of the consumers identified their child as being “Hawaiian / Other Pacific Islander.”

**Is your child's race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5410	98.6	98.6	98.6
	Yes	75	1.4	1.4	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 24.7% of the consumers identified their child as being “Other.”

**Is your child's race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4129	75.3	75.3	75.3
	Yes	1356	24.7	24.7	100.0
	Total	5485	100.0	100.0	

On the YSS-Families Survey, 1.1% of the consumers identified their child as being “Unknown.”

**Is your child's race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5427	98.9	98.9	98.9
	Yes	58	1.1	1.1	100.0
	Total	5485	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Families Survey, 75.1% of the consumers responded using the English version of the YSS-Families Survey and 24.9% used the Spanish version. *Note: The YSS-Families Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	4117	75.1	75.1	75.1
	Spanish	1368	24.9	24.9	100.0
	Total	5485	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Families Survey, 96.8% of the consumers responded that the services their child received were provided in his/her preferred language and 95.3% responded that written information was available in his/her preferred language. Additionally, 6.6% and 7.8% of the consumers did not respond to these items, respectively.

**Were the services your child received provided in the language he / she preferred?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	166	3.0	3.2	3.2
	Yes	4959	90.4	96.8	100.0
	Total	5125	93.4	100.0	
Missing	Unknown	360	6.6		
Total		5485	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	236	4.3	4.7	4.7
	Yes	4820	87.9	95.3	100.0
	Total	5056	92.2	100.0	
Missing	Unknown	429	7.8		
Total		5485	100.0		

**JUVENILE JUSTICE SYSTEM INVOLVEMENT**

For the November 2003 survey period, 98.3% of the consumers reported that their child had NOT been arrested for any crimes in the month prior to completing the YSS-Families Survey. Additionally, 5.8% of the consumers did not respond to this item.

**In the past MONTH, how many times was your child arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	5080	92.6	98.3	98.3
	1 arrest	75	1.4	1.5	99.7
	2 arrests	7	.1	.1	99.9
	3 arrests	2	.0	.0	99.9
	4 or more arrests	5	.1	.1	100.0
	Total	5169	94.2	100.0	
Missing	9	316	5.8		
Total		5485	100.0		

**SCHOOL ATTENDANCE**

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 59.2% indicated 1 day or less, 12.6% indicated 2 days, 11.7% indicated 3-5 days, 3.6% indicated 6-10 days, 2.8% indicated more than 10 days, 3.9% did not remember and 6.1% indicated that the question did not apply to their child or that their child was not in school. Additionally, 9.4% of the consumers did not respond to this item.

**How often was your child absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	2941	53.6	59.2	59.2
	2 days	628	11.4	12.6	71.8
	3-5 days	584	10.6	11.7	83.5
	6-10 days	179	3.3	3.6	87.1
	More than 10 days	141	2.6	2.8	90.0
	Do not remember	195	3.6	3.9	93.9
	Not Applicable / Not In School	304	5.5	6.1	100.0
	Total	4972	90.6	100.0	
Missing	9	513	9.4		
Total		5485	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Families Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 79.6% of the consumers responded that they did not need any help in completing the YSS-Families Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1117	20.4	20.4	20.4
	Yes	4368	79.6	79.6	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 2.0% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Families Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5374	98.0	98.0	98.0
	Yes	111	2.0	2.0	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 0.8% of the consumers responded that another mental health consumer helped them complete the YSS-Families Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5441	99.2	99.2	99.2
	Yes	44	.8	.8	100.0
	Total	5485	100.0	100.0	



For the November 2003 survey period, 2.8% of the consumers responded that a member of their family helped them complete the YSS-Families Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5329	97.2	97.2	97.2
	Yes	156	2.8	2.8	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 2.3% of the consumers responded that a professional interviewer helped them complete the YSS-Families Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5360	97.7	97.7	97.7
	Yes	125	2.3	2.3	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 2.9% of the consumers responded that a clinician / case manager helped them complete the YSS-Families Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5326	97.1	97.1	97.1
	Yes	159	2.9	2.9	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 4.5% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Families Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5238	95.5	95.5	95.5
	Yes	247	4.5	4.5	100.0
	Total	5485	100.0	100.0	

For the November 2003 survey period, 2.0% of the consumers responded that someone else helped them complete the YSS-Families Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5376	98.0	98.0	98.0
	Yes	109	2.0	2.0	100.0
	Total	5485	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (*if applicable*)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Families Survey. Of those consumers who were expected to complete a YSS-Families Survey, but did not, 25.8% of the consumers were reported to have Refused to complete the survey, 3.0% were reported to have an Impairment, 6.1% did not have a survey available in their Language and 65.1% were marked as having an “Other” reason for not completing the survey. Additionally, 6.6% of the YSS-Families Surveys were missing a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	229	24.1	25.8	25.8
	Impairment	27	2.8	3.0	28.9
	Language	54	5.7	6.1	34.9
	Other	577	60.7	65.1	100.0
	Total	887	93.4	100.0	
Missing		63	6.6		
Total		950	100.0		

## **Youth Services Survey for Youth (YSS)**

### ***Summary Report***

#### **About the Youth Services Survey for Youth (YSS-Families)**

The YSS-Families is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Families was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Families is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Families represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Families provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Families portion of the November 2003 YSS-Families Survey. The YSS-Families items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Families subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Families subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Families averages and the YSS-Families subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Families Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Families Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

**PERCEPTION OF ACCESS TO SERVICES**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 35.1% reported that they were Very Satisfied, 50.2% reported they were Satisfied, 10.7% were Neutral, 2.8% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, 5.0% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	66	1.2	1.3	1.3
	Somewhat Dissatisfied	144	2.6	2.8	4.0
	Neutral	557	10.2	10.7	14.7
	Satisfied	2615	47.7	50.2	64.9
	Very Satisfied	1829	33.3	35.1	100.0
	Total	5211	95.0	100.0	
Missing	System	274	5.0		
Total		5485	100.0		

**PERCEPTION OF CULTURAL SENSITIVITY**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 51.2% reported that they were Very Satisfied, 44.9% reported they were Satisfied, 2.8% were Neutral, 0.3% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 12.3% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	40	.7	.8	.8
	Somewhat Dissatisfied	15	.3	.3	1.1
	Neutral	134	2.4	2.8	3.9
	Satisfied	2161	39.4	44.9	48.8
	Very Satisfied	2463	44.9	51.2	100.0
	Total	4813	87.7	100.0	
Missing	System	672	12.3		
Total		5485	100.0		

**PERCEPTION OF TREATMENT PLANNING**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 33.5% reported that they were Very Satisfied, 54.6% reported they were Satisfied, 9.3% were Neutral, 1.9% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 5.9% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Participation of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	40	.7	.8	.8
	Somewhat Dissatisfied	97	1.8	1.9	2.7
	Neutral	479	8.7	9.3	11.9
	Satisfied	2818	51.4	54.6	66.5
	Very Satisfied	1728	31.5	33.5	100.0
	Total	5162	94.1	100.0	
Missing	System	323	5.9		
Total		5485	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 19.1% reported that they were Very Satisfied, 45.2% reported they were Satisfied, 26.7% were Neutral, 7.4% were Somewhat Dissatisfied and 1.6% were Dissatisfied. Additionally, 8.0% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	82	1.5	1.6	1.6
	Somewhat Dissatisfied	373	6.8	7.4	9.0
	Neutral	1346	24.5	26.7	35.7
	Satisfied	2279	41.5	45.2	80.9
	Very Satisfied	965	17.6	19.1	100.0
	Total	5045	92.0	100.0	
Missing	System	440	8.0		
Total		5485	100.0		

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 36.3% reported that they were Very Satisfied, 50.0% reported they were Satisfied, 11.2% were Neutral, 1.7% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 4.1% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	42	.8	.8	.8
	Somewhat Dissatisfied	87	1.6	1.7	2.5
	Neutral	591	10.8	11.2	13.7
	Satisfied	2633	48.0	50.0	63.7
	Very Satisfied	1908	34.8	36.3	100.0
	Total	5261	95.9	100.0	
Missing	System	224	4.1		
Total		5485	100.0		

**AVERAGE MHSIP SUBSCALE SCORES**

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their family’s Access to Services (indicated by a subscale score of 4.26; 5,211 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.47; 4,813 responses), their family’s Participation in Treatment Planning (indicated by a subscale score of 4.20; 5,162 responses), their child’s Outcomes (indicated by a subscale score of 3.76; 5,045 responses) and were Generally Satisfied with their child’s services (indicated by a subscale score of 4.23; 5,261 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	5211	1.00	5.00	4.26	.75
Average: Perception of Cultural Sensitivity	4813	1.00	5.00	4.47	.61
Average: Perception of Participation in Treatment Planning	5162	1.00	5.00	4.20	.69
Average: Outcomes	5045	1.00	5.00	3.76	.85
Average: General Satisfaction	5261	1.00	5.00	4.23	.69
Valid N (listwise)	4205				

# YOUTH SERVICES SURVEY FOR FAMILIES\* (YSS-F)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you or your child will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** *EXAMPLE:* Correct ☐ Incorrect ☒ ☒

## Approximately, how long has your child received services here?

- ☐ This is my child's first visit here.      ☐ 1 - 2 Months      ☐ More than 1 year  
☐ My child has had more than one visit but has received services for less than one month.      ☐ 3 - 5 Months      ☐ 6 months to 1 year

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you or your child have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he / she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and / or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## As a result of the services my child and / or family received:

16. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My child is doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please provide comments here and /or on the back of this form, if needed.

We are interested in both positive and negative feedback.

*Continued on the Next Page...*



